

FIG. 1A: STRUCTURE OF AN INDOC TOOL

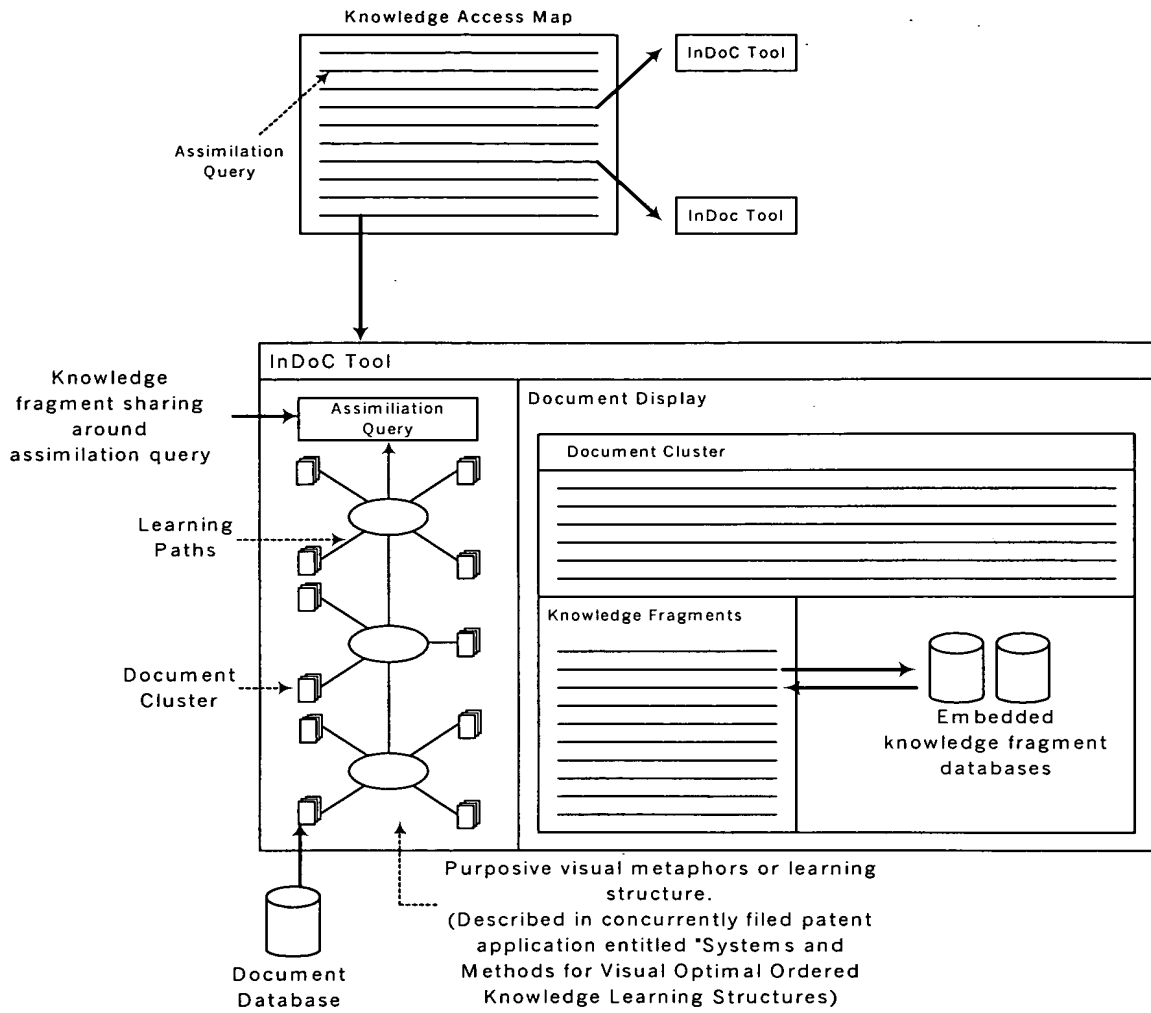
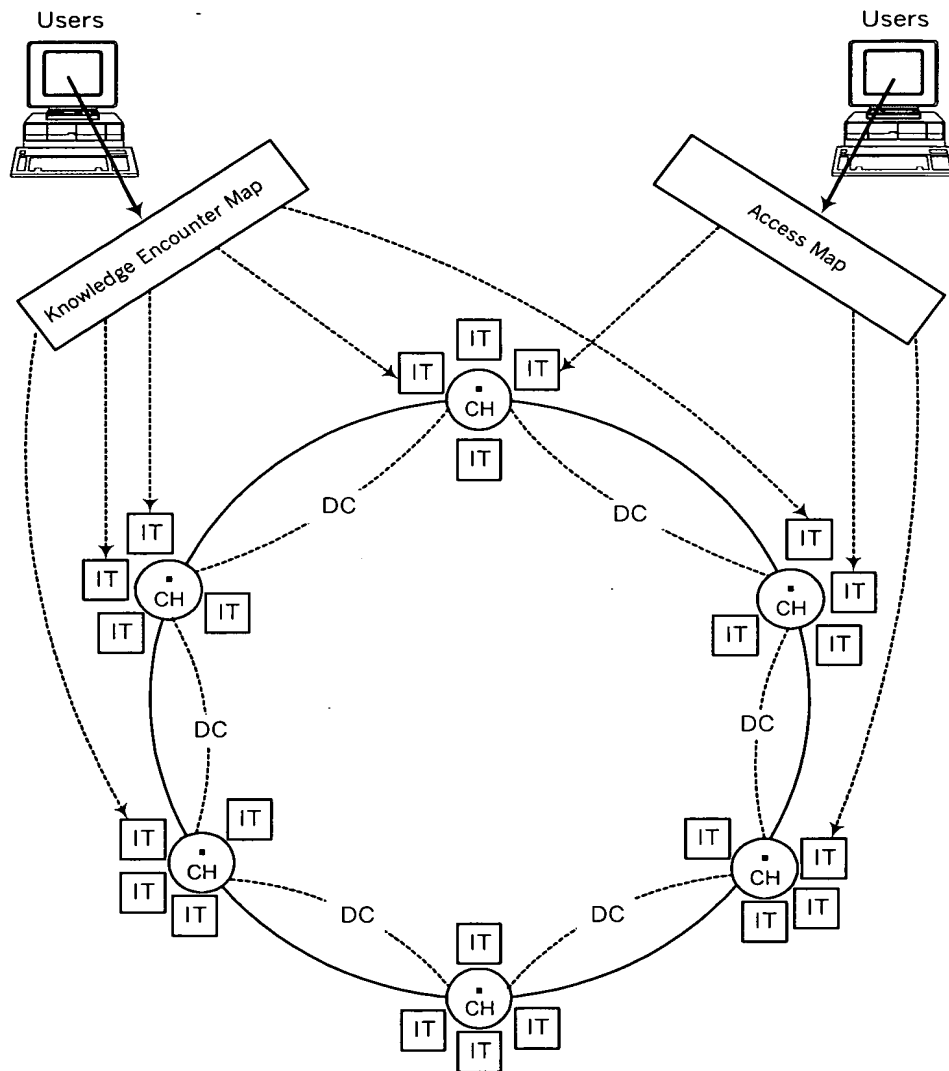


FIG. 1A: STRUCTURE OF AN INDOC TOOL

RECEIVED

FIG. 2: COMPONENTS OF INDOC NET



1. Users are able to select appropriate InDoC Tools (IT), through the knowledge encounter maps or access maps. They can add and access knowledge fragments.
2. The fragments are stored in the Content Hubs (CH) and transmitted across the system.
3. This transmission is, using a communication protocol based on "dimensions of concern" (DC)

FIG. 3: INDOC OPERATIONS

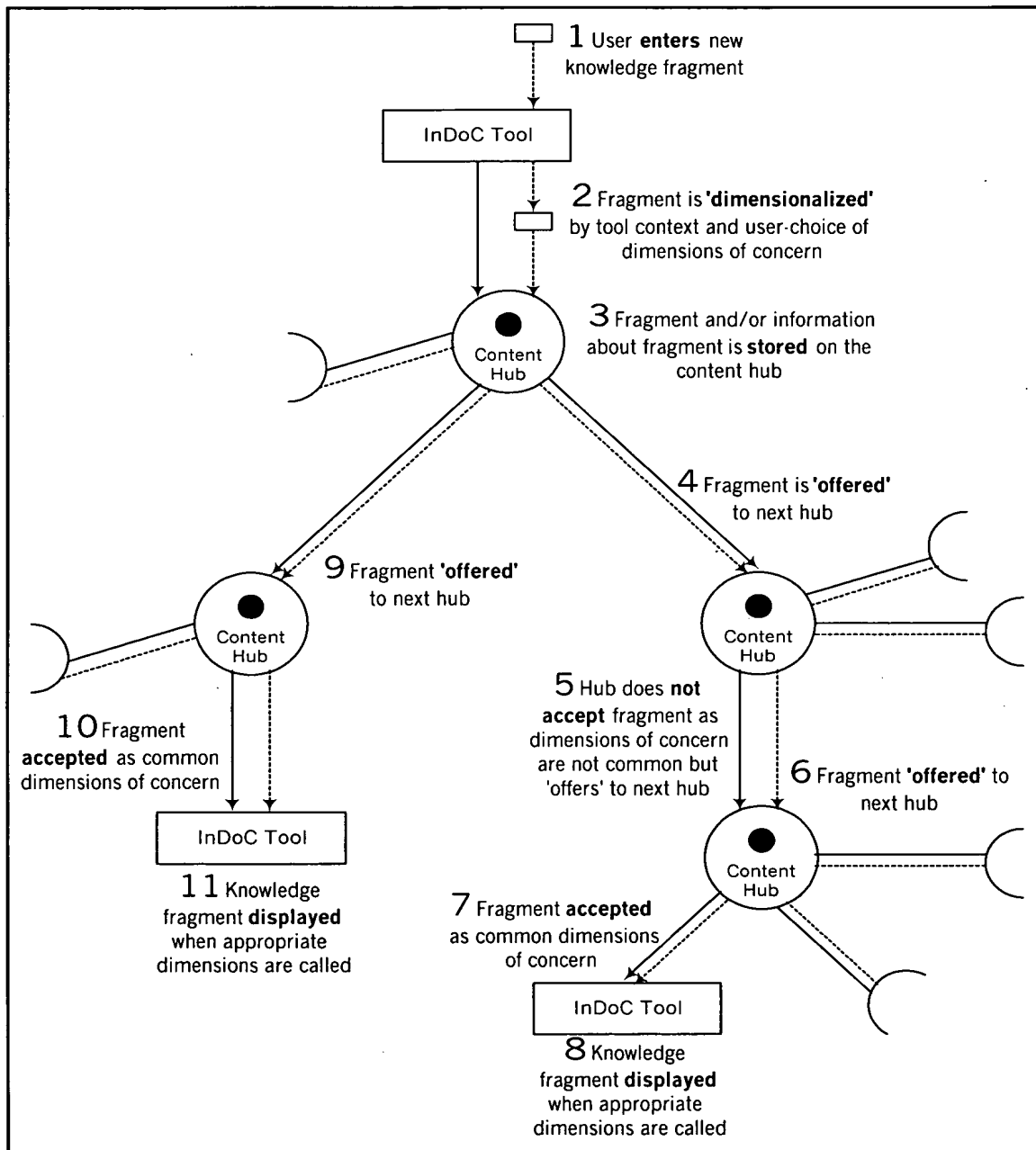


FIG. 4: EXPERIENCE SHARING INTERFACES

Host a Concern

[Latest Concerns](#) | [Concerns Archives](#)

Latest Concerns

> How do we reduce costs in this step?
Host : Rohit Sinha; Date : 05/04/01

> How can we increase the speed in adoption of the scheme? - Host : Gautam Desai; Date : 22/02/01

Concerns Archives

> How do we reduce costs in this step?
Host : Rohit Sinha; Date : 05/04/01

> How can we increase the speed in adoption of the scheme? - Host : Gautam Desai; Date : 22/02/01

> How can we improve feedback cycles?
Host : Amit Kulkarni; Date : 14/01/01

Share your Concerns

How do we reduce costs in this step ?

Host: Rohit Sinha; Date: 05/04/01. If we can plan well ahead and estimate costs in the range of

Responses

- Communication
- Keeping scheme
- Going into the field

Share your Concerns
[Back](#)

How do we reduce costs in this step ?

Host: Rohit Sinha; Date: 05/04/01. If we can plan well ahead and estimate costs in the range of

Response By :

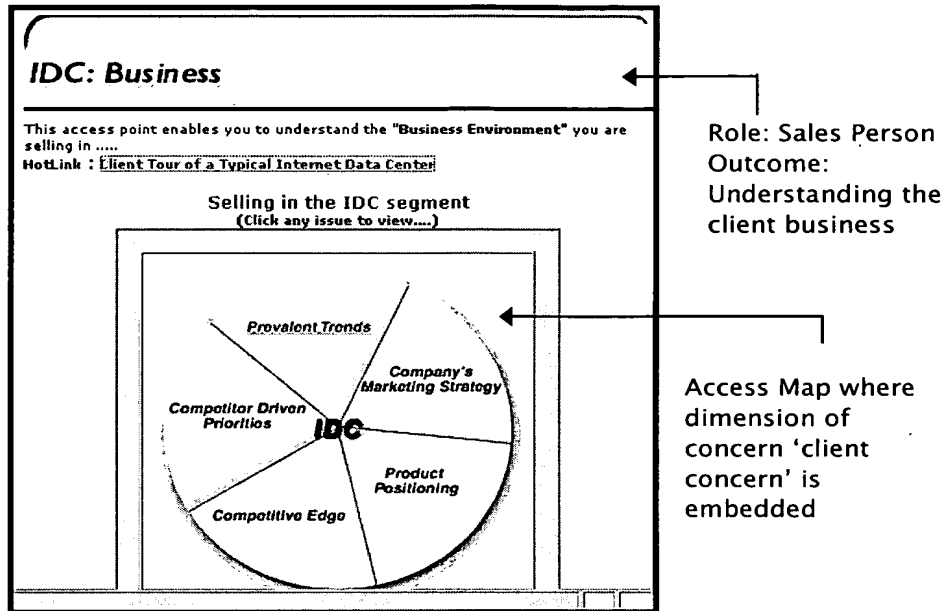
Date :

Enter Response :

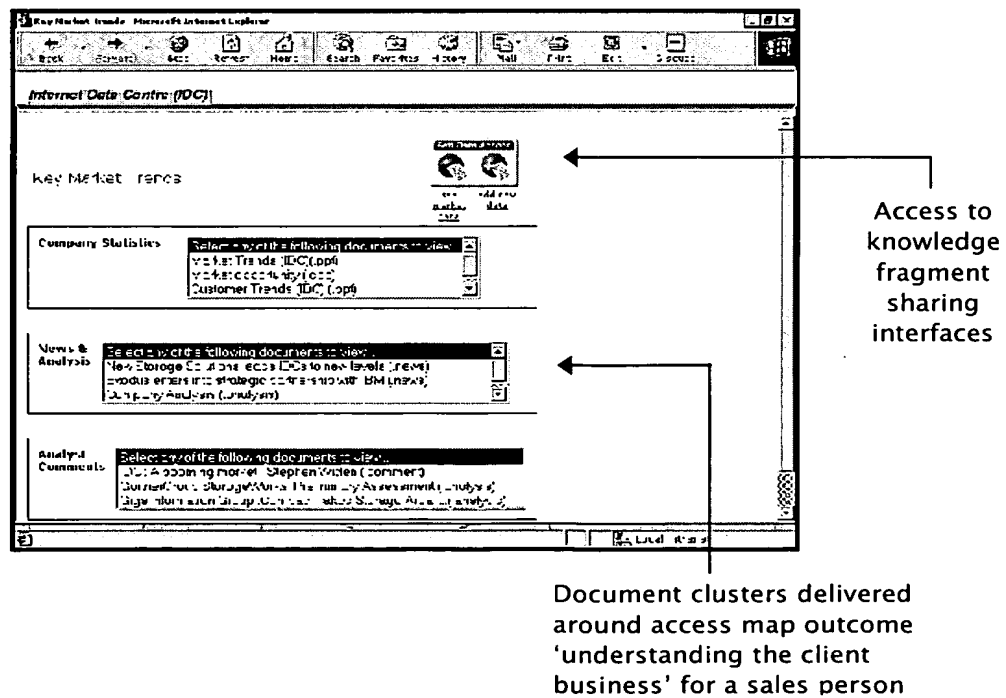
5/25

FIG. 5: EXAMPLE OF INDOC OPERATIONS

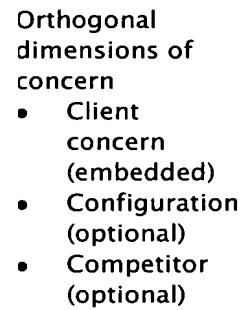
5.1:



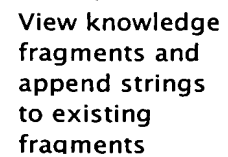
5.2:



RECEIVED
JAN 11 1964
U.S. DEPT. OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
WASHINGTON, D.C.



RECEIVED
JAN 11 1964
U.S. DEPT. OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
WASHINGTON, D.C.



5.5:

Point of use 'understanding client market trends'

Add new knowledge fragments and choose dimensions of concern at one point of use

- Client concern (embedded)
- Configuration (optional)
- Competitor (optional)

5.6:

Storage Requirements: IDC: Level 2

This access point aims at arming you with complete solution information, relevant to the solutions for the client, "at his point of evolution" ...

Products and Solutions specific to IDCs in Level 2 (Click to view)...

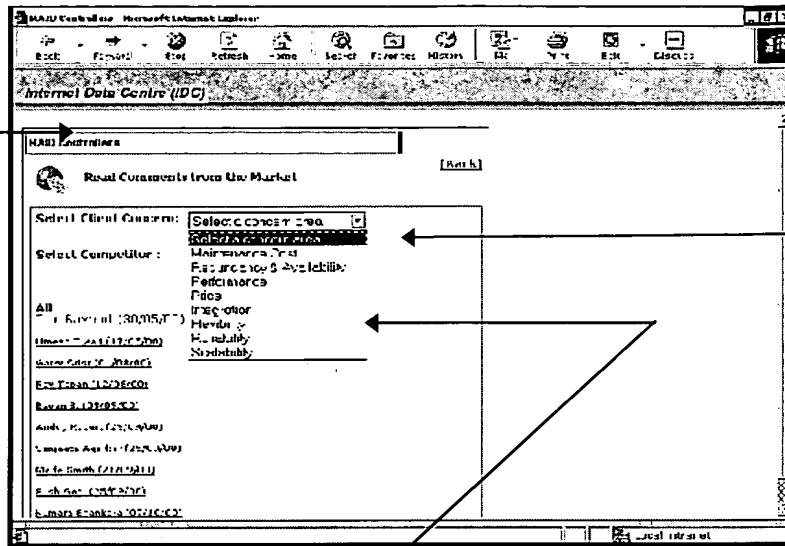
Product Interest	Solution Interest
► Disk Drives	► Bi-directional data rep mgr
► Storage Enclosures	► Departmental DataSafe
► RAID controllers	► Enterprise Backup Solution
► RAID Storage Systems	► Network Attached Storage
► Storage Software	

Access map where 'configuration is embedded'

Role: Sales Person
Outcome: Knowing the product being 'sold'

5.7:

Point of use
'knowing
about the
product'

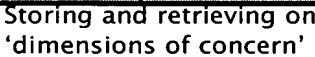


Specifying 'points of
concern' within an
orthogonal
dimension of concern

Retrieve knowledge fragments
through different points of use
around different outcomes, on
common dimensions of concern

FOOTNOTES

THE UNIVERSITY OF CHICAGO



dimensions of concern
derived from the insight
architecture

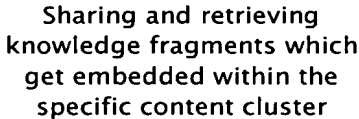
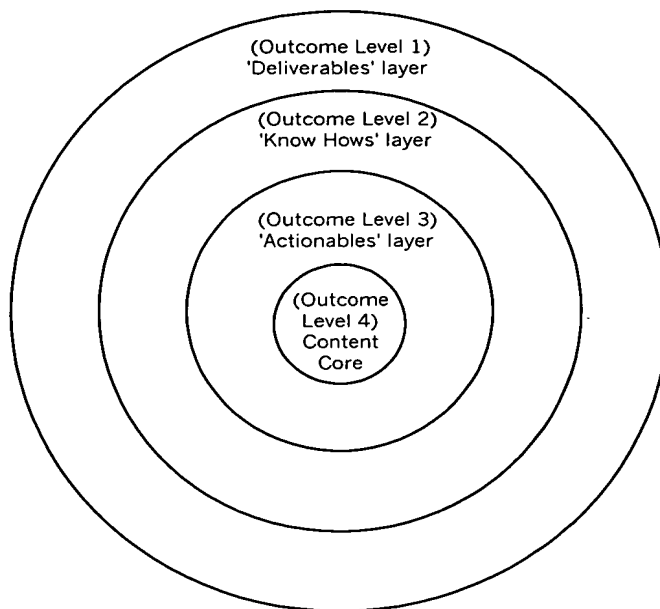
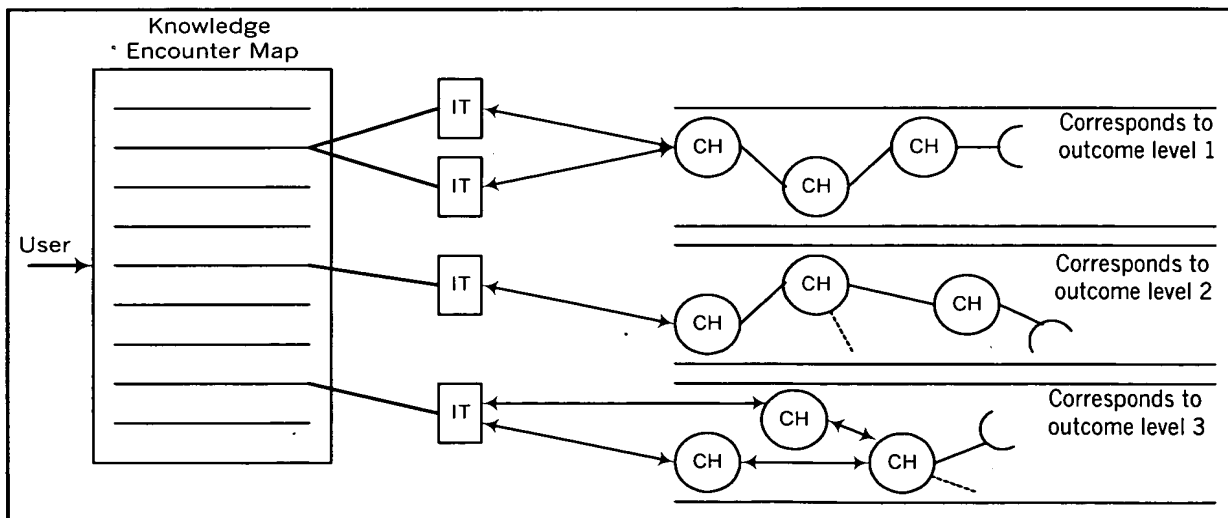


FIG. 7: DISTINCT SHARING LAYERS BASED ON OUTCOME LEVELS/PERSPECTIVES
FOR ANY ORGANIZATION

7.1: Layers



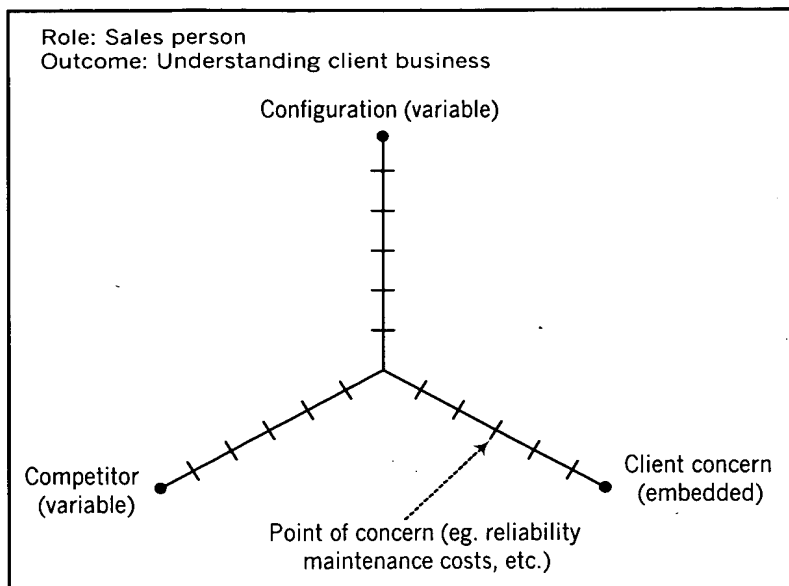
7.2: Content Sharing in each Layer



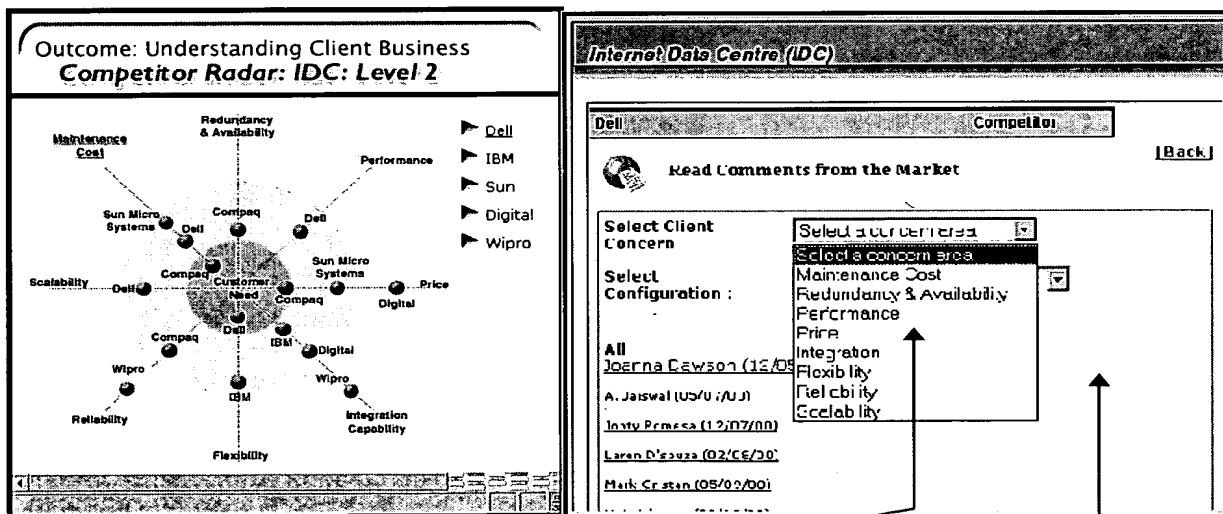
IT: InDoC Tool
CH: Content Hub

FIG. 8: BASIS FOR KNOWLEDGE FRAGMENT SHARING PROTOCOL

8.1: Dimensions of Concern



8.2: Example

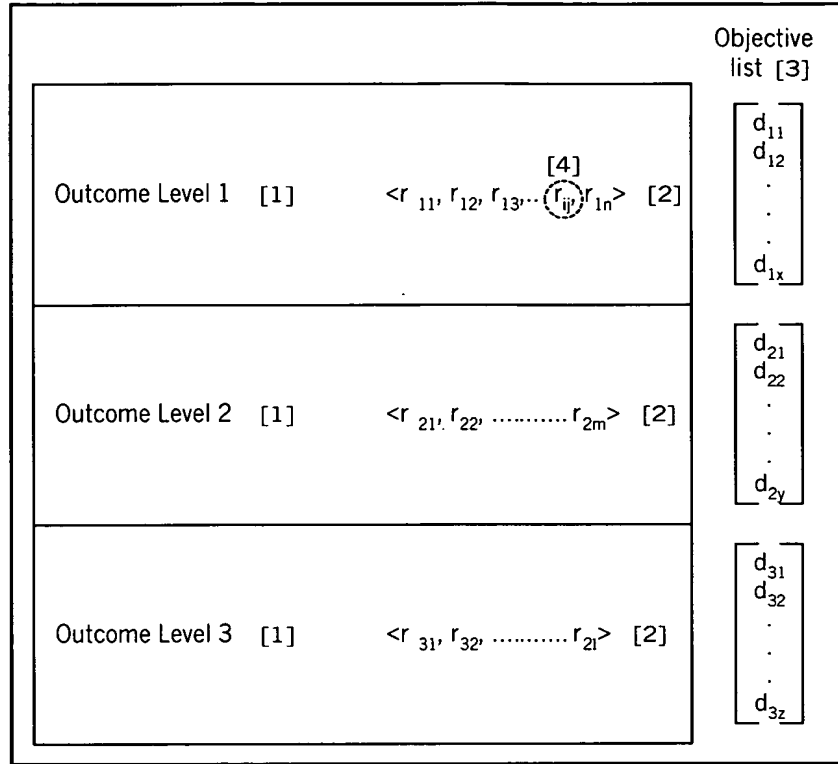


Points of concern within orthogonal dimension

Orthogonal dimensions of concern

- Client concern (variable)
- Configuration (variable)
- Competitor (embedded)

FIG. 9: LAYERED APPROACH TO IDENTIFY KNOWLEDGE SHARING PROTOCOL



- [1] Knowledge sharing takes place within an outcome level, defined by a role perspective.
- [2] Each outcome set is made up of 'view sets', each having a set of outcomes
 $r_{ij} \equiv \langle o_1, o_2, \dots, o_p \rangle$
- [3] Each outcome level, has a universal 'objective list' comprising of dimensions of concern relevant to that level.
- [4] • A view set has one or more orthogonal dimensions of concern from the objective list within that level, relevant to it

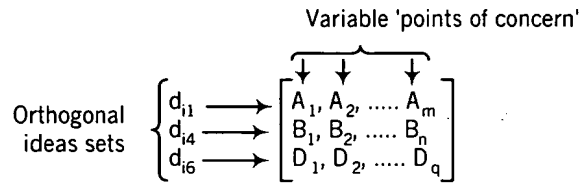
$$r_{ij} \longleftrightarrow \begin{bmatrix} d_{i1} \\ d_{i4} \\ d_{i6} \end{bmatrix}$$

- This orthogonal set of dimensions is applicable to all the outcomes within that view set.

$$r_{ij} \equiv \begin{bmatrix} o_1 \\ o_2 \\ \vdots \\ o_p \end{bmatrix} \longleftrightarrow \begin{bmatrix} d_{i1} \\ d_{i4} \\ d_{i6} \end{bmatrix}$$

FIG. 9.1

- Each dimension of concern is an idea set comprising of numerous 'points of concern' which may be variable.



- Sharing of knowledge fragments takes place on common dimensions of concern.

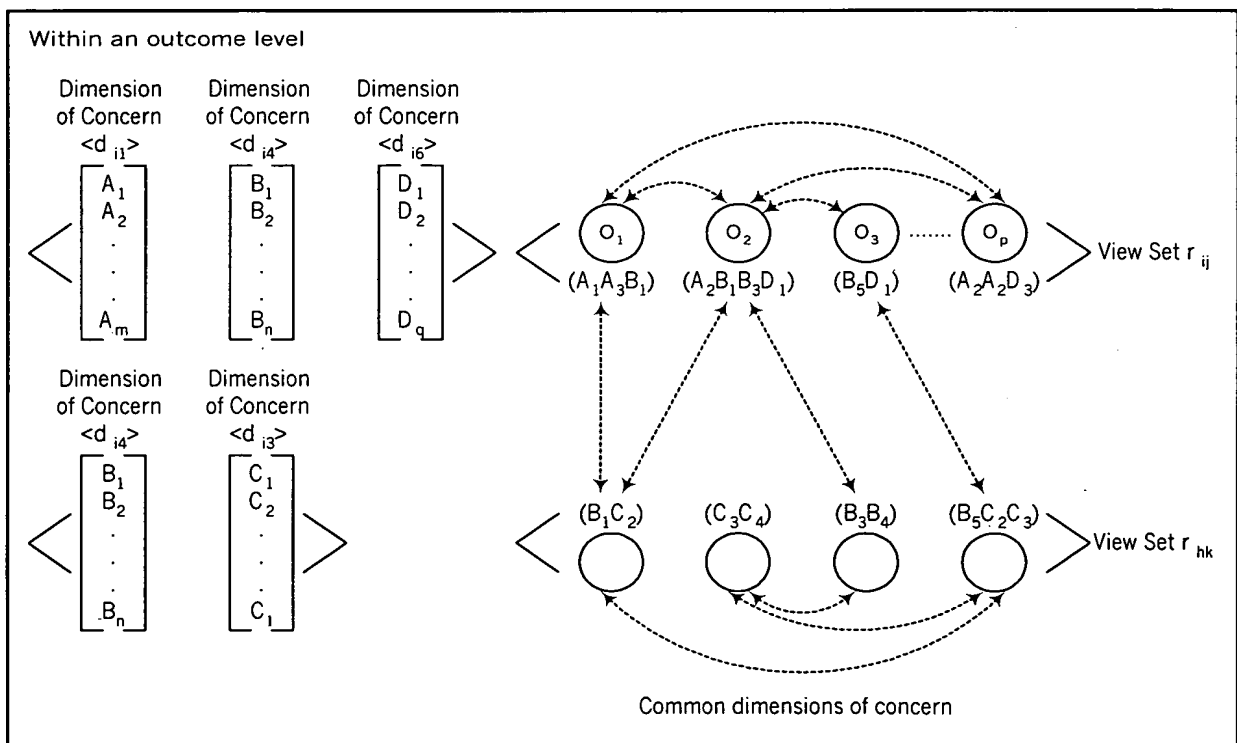


FIG. 10: FUNCTIONS OF THE CONTENT HUB

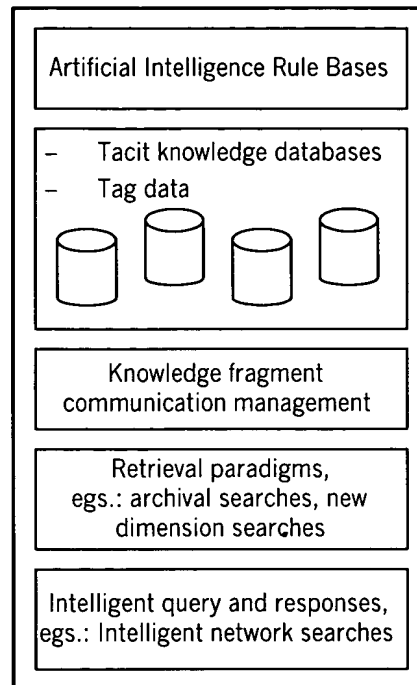
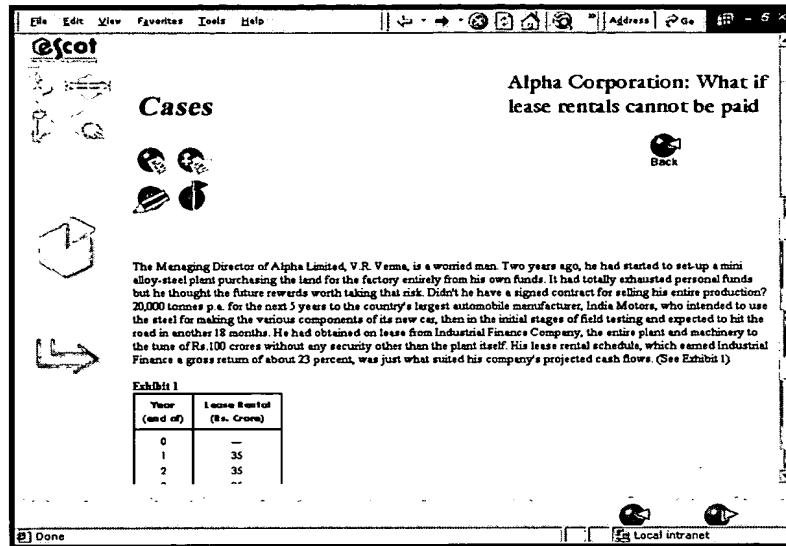


FIG. 11: SPECIALIZED INDOC NET EMBODIMENTS

11.a: Case Studies

11a.1:



Alpha Corporation: What if lease rentals cannot be paid

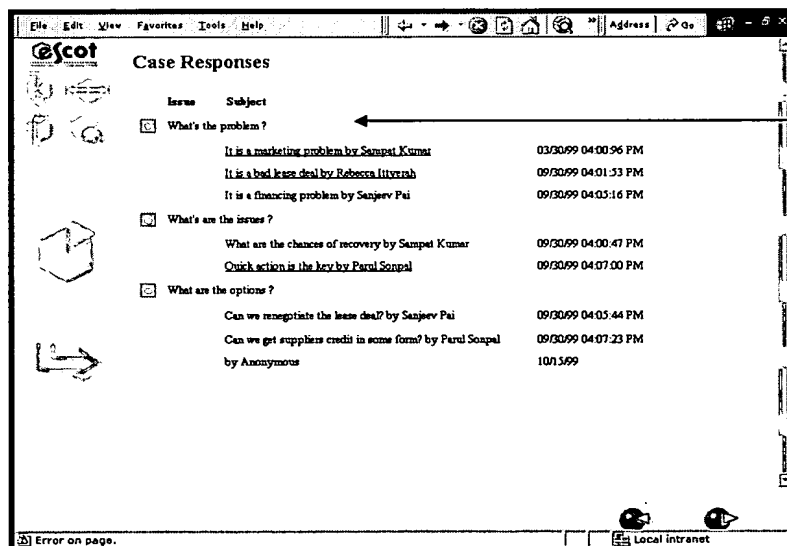
Cases

The Managing Director of Alpha Limited, V.R. Verma, is a worried man. Two years ago, he had started to set-up a mini alloy-steel plant purchasing the land for the factory entirely from his own funds. It had totally exhausted personal funds but he thought the future rewards worth taking that risk. Didn't he have a signed contract for selling his entire production? 20,000 tonnes p.a. for the next 5 years to the country's largest automobile manufacturer, India Motors, who intended to use the steel for making the various components of its new car, then in the initial stages of field testing and expected to hit the road in another 18 months. He had obtained on lease from Industrial Finance Company, the entire plant and machinery to the tune of Rs.100 crores without any security other than the plant itself. His lease rental schedule, which earned Industrial Finance a gross return of about 23 percent, was just what suited his company's projected cash flows. (See Exhibit 1)

Exhibit 1

Year (end of)	Lease Rental (Rs. Crores)
0	—
1	35
2	35
...	...

11a.2:

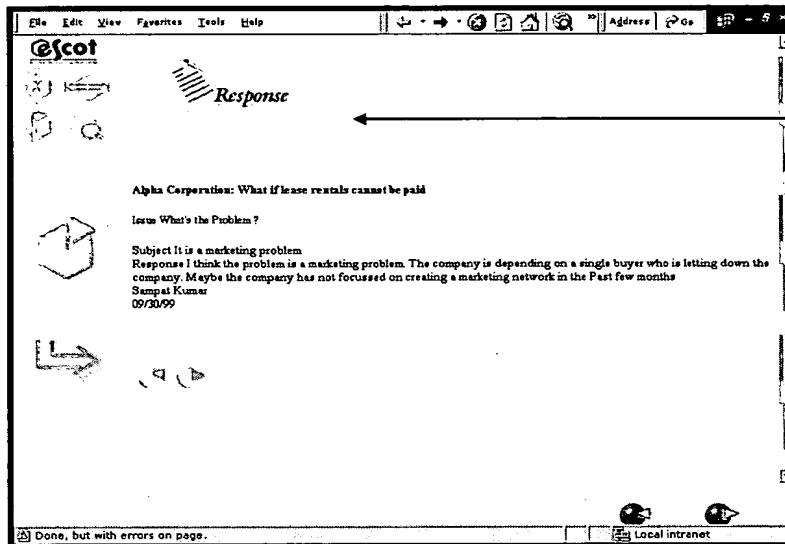


Case Responses

Issue	Subject	Timestamp
<input checked="" type="checkbox"/> What's the problem?	It is a marketing problem by Sampat Kumar	03/30/99 04:00:56 PM
	It is a bad lease deal by Baberka Ityverah	09/30/99 04:01:33 PM
	It is a financing problem by Sanjeev Pai	09/30/99 04:05:16 PM
<input checked="" type="checkbox"/> What's the issues?	What are the chances of recovery by Sampat Kumar	09/30/99 04:00:47 PM
	Quick action is the key by Parul Sonpal	09/30/99 04:07:00 PM
<input checked="" type="checkbox"/> What are the options?	Can we renegotiate the lease deal? by Sanjeev Pai	09/30/99 04:05:44 PM
	Can we get suppliers credit in some form? by Parul Sonpal	09/30/99 04:07:23 PM
	by Anonymous	10/1/99

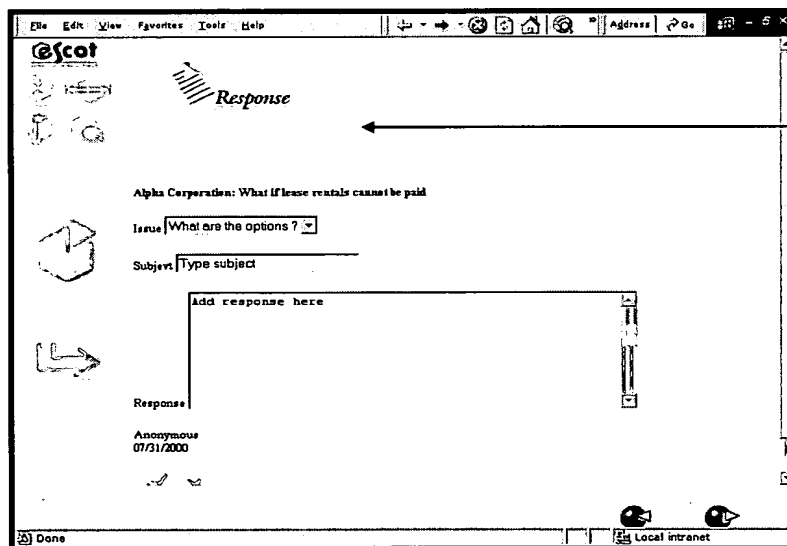
Dimensions of concern derived from the insight architecture

11a.3:



Retrieve tacit knowledge fragments embedded in the document cluster

11a.4:



Add tacit knowledge which gets embedded into the document cluster in the content structure

11.b: Learning History

11b.1:

Category	Title	
Problem Faced	Replacing ownership of company vehicles with lease deal in head office.	by Sampat Kumar on 09/30/99
Suggestion	Replacing ownership of company vehicles with lease deal in head office.	by Sampat Kumar on 09/30/99
What went wrong?	Replacing ownership of company vehicles with lease deal in head office.	by Sampat Kumar on 09/30/99
Better Idea	Leasing out of unused company premises at Delhi	by Rebecca Ittyerah on 09/30/99
Suggestion	Leasing out of unused company premises at Delhi	by Rebecca Ittyerah on 09/30/99

Dimensions of concern derived from the insight architecture

11b.2:

Alpha Corporation: What if lease rentals cannot be paid

Issue: What's the Problem?

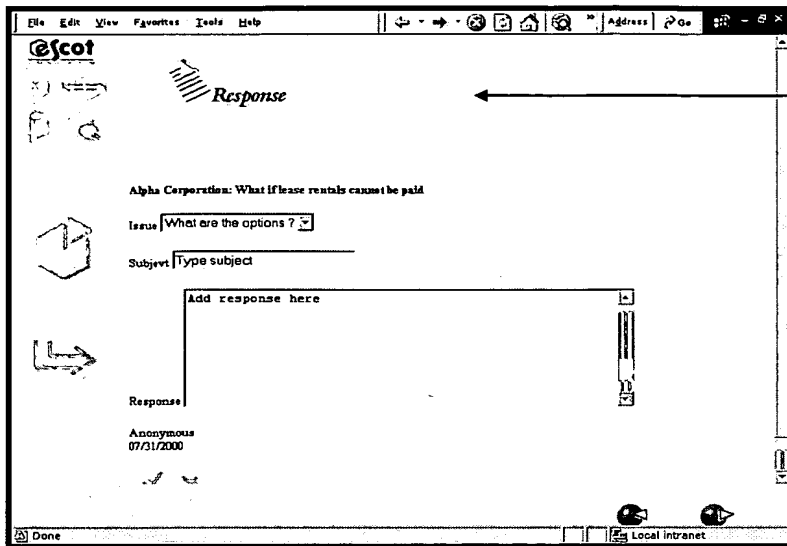
Subject: It is a marketing problem.

Response: I think the problem is a marketing problem. The company is depending on a single buyer who is letting down the company. Maybe the company has not focussed on creating a marketing network in the Past few months.

Sampat Kumar
09/30/99

Retrieve tacit knowledge fragments embedded in the document cluster

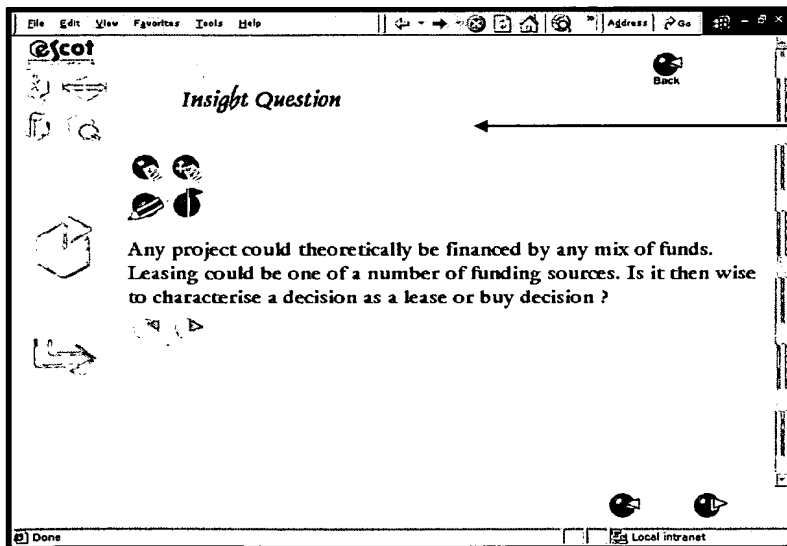
11b.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

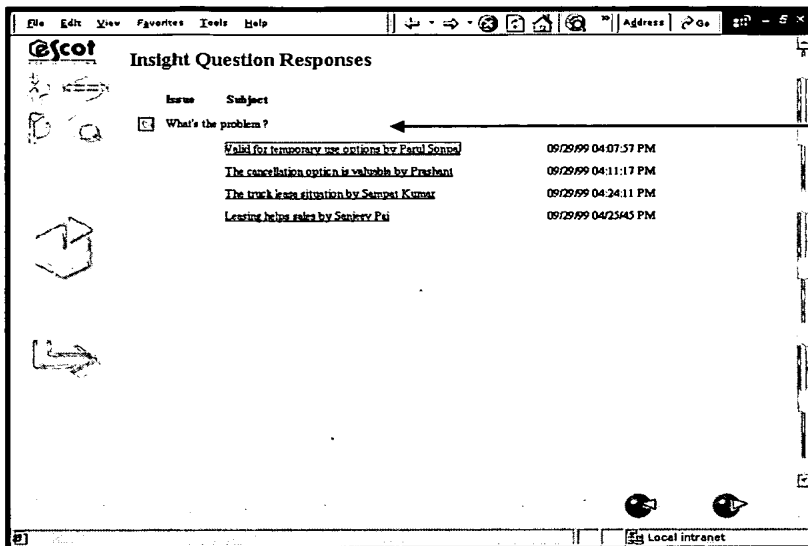
11.c: Insight Questions

11c.1:



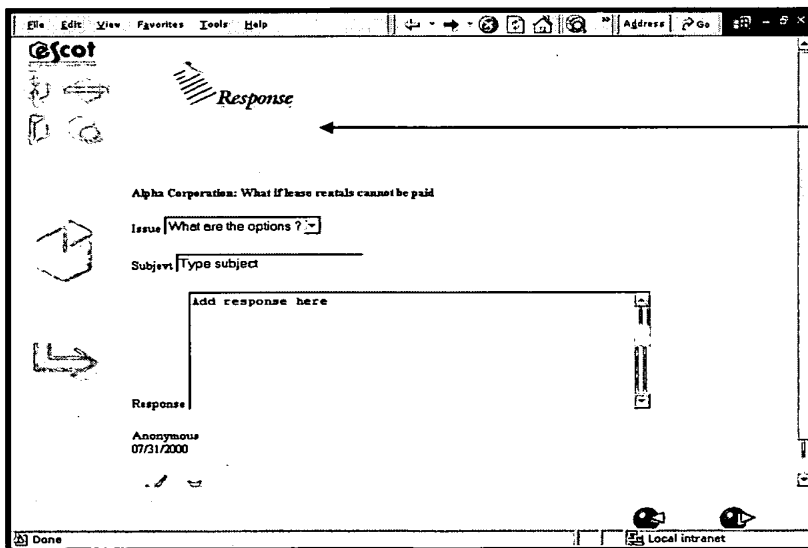
Dimensions of concern derived from the insight architecture

11c.2:



Retrieve tacit knowledge fragments embedded in the document cluster

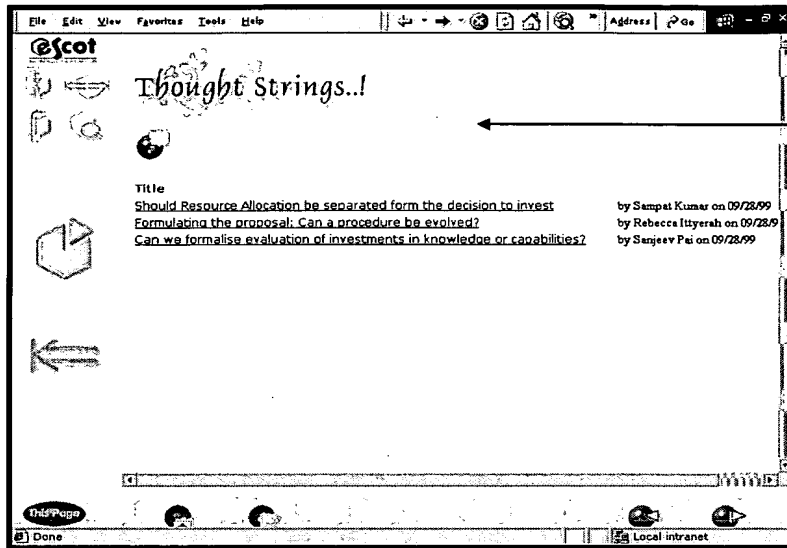
11c.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

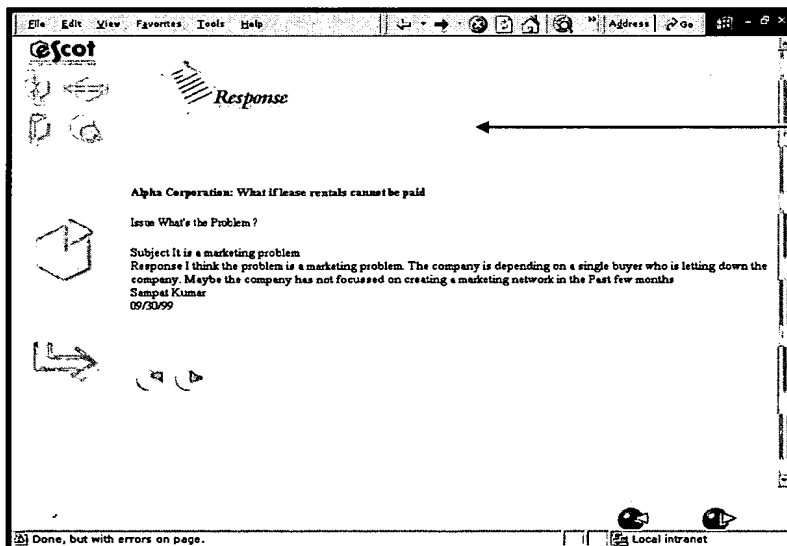
11.d: Thought String

11d.1:



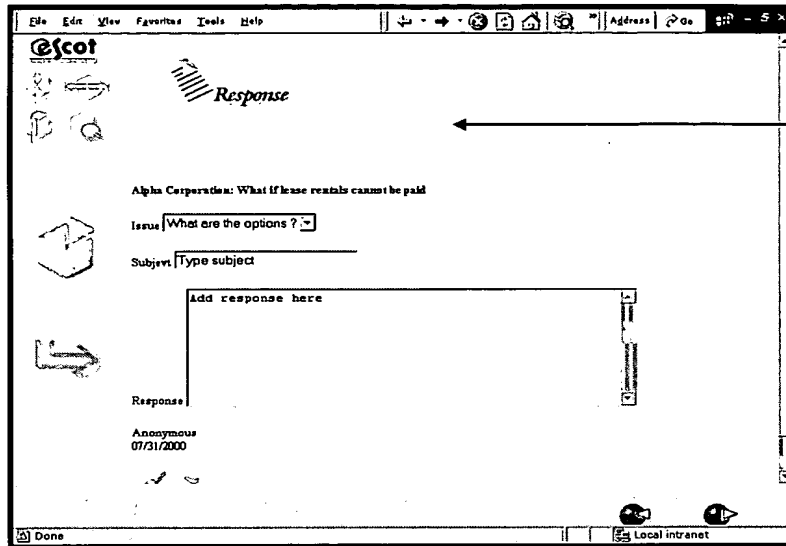
Dimensions of concern derived from the insight architecture

11d.2:



Retrieve tacit knowledge fragments embedded in the document cluster

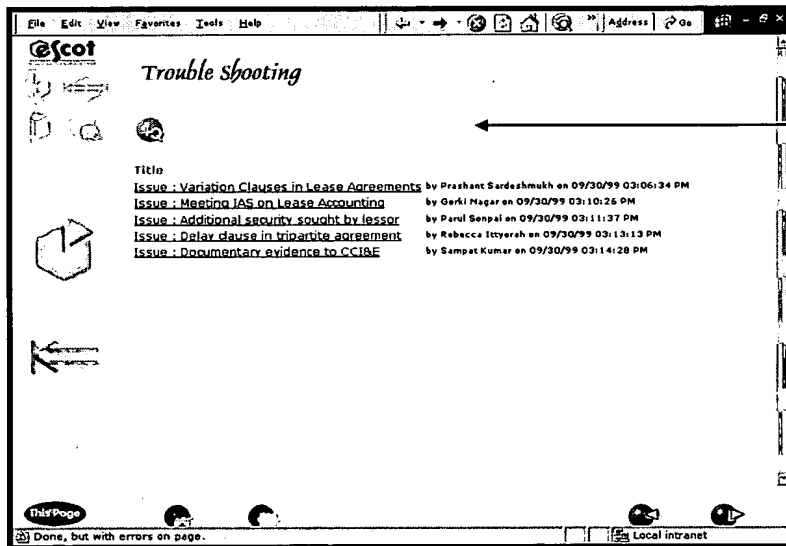
11d.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

11.e: Trouble Shooting

11e.1:



Dimensions of concern derived from the insight architecture

[illegible]

Add tacit knowledge which gets embedded into the document cluster in the content structure



FIGURE 12: INTELLIGENT CONTENT AGENTS: AGENT CLASS – INQUITREE: TOOL DESCRIPTION “WHAT IF”

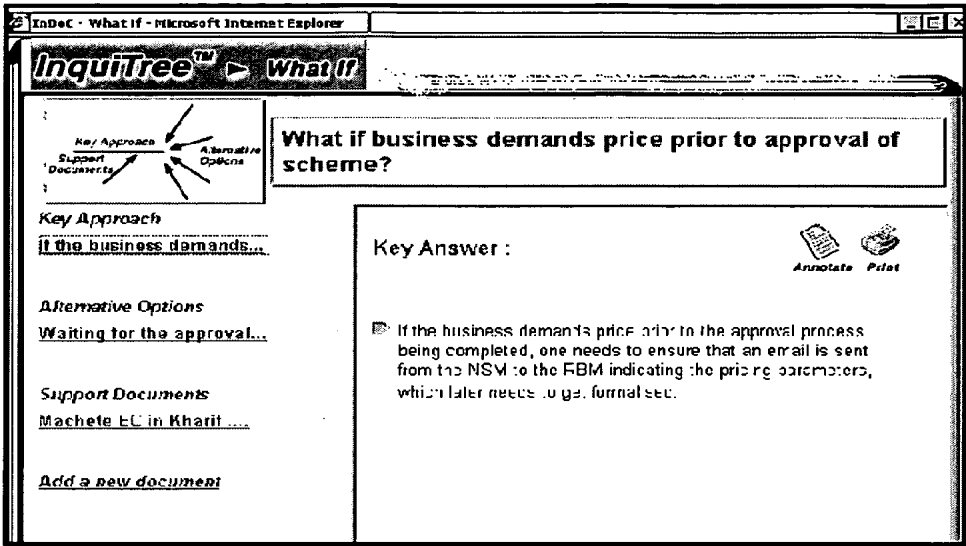


FIGURE 13: RADAR METAPHOR TOOL (EMBODIMENT COMPETITOR RADAR)

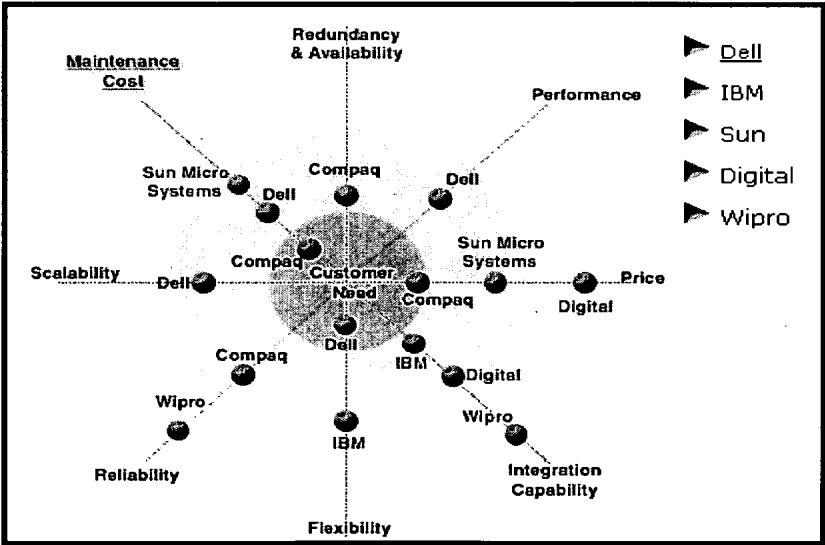


FIGURE 14 A : KNOWHOW DISTRIBUTION IN COMMUNITY OF PRACTICE

Each structure set representing a knowledge transfer protocol

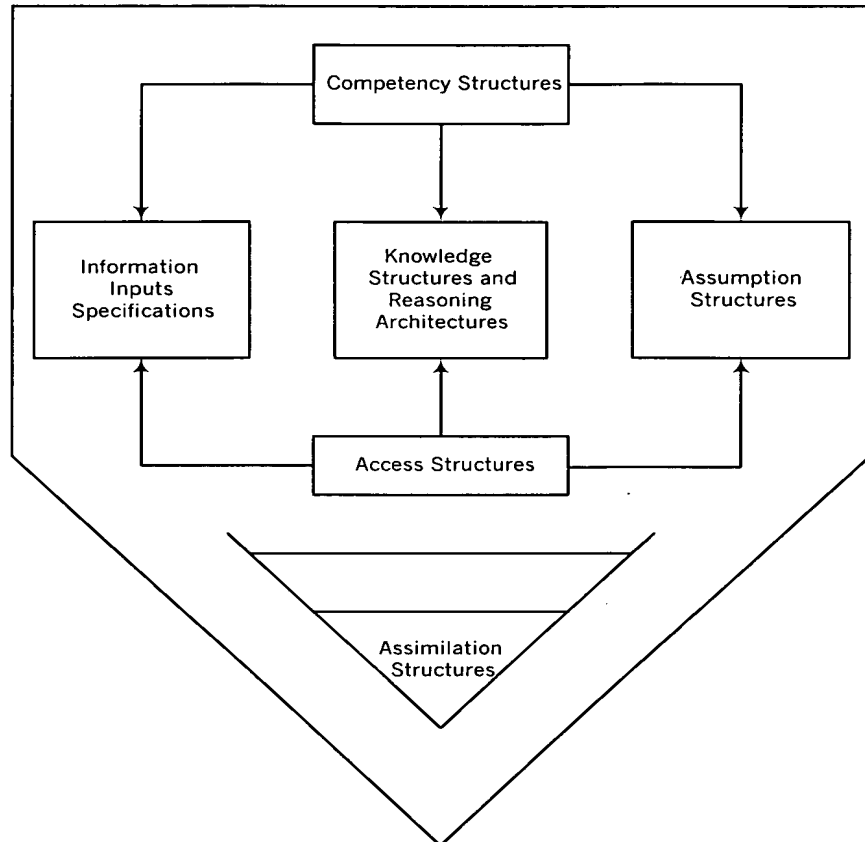


FIGURE 14 B: INTELLIGENT CONTENT HUBS BASED ON THE SHARING LAYERS DESCRIBED ABOVE

